

**SSI Milwaukee County Advisory Committee
Quality Assurance Workgroup
May 23, 2005 Meeting Summary
Co-Chairs: Dr. Bruce Christiansen, Dr. Sandra Mahkorn, and David Woldseth**

Organizations Represented:

APS Health Care

DHFS

iCare

Metastar

MHS

TLS

Consumer Satisfaction Team

Independence First

ANew

Abri Health Plan

WCA

IPN

Community Advocates

United Healthcare

Representatives:

Bruce Christiansen

Ruthanne Landsness

Sandra Mahkorn, M.D.

David Woldseth

Jim Hennen

Joyce Binder

Sherrel Walker

Jan Larson

Steve Morrissey

Janet Malmon

Karen Avery

Sue Schlondrop

Paula Lucier

Shirin Cabraal

Barb Francour

Ben Wollman

Bonnie Johnson

The Quality Assurance Workgroup met at the Radisson-Milwaukee West on North Mayfair Road. Sandy Mahkorn called the group together at 10:06 a.m. Attendees introduced themselves, and Dr. Mahkorn previewed the agenda.

At previous meetings, we nearly completed our discussions about the first four goals of the quality indicators. Dr. Mahkorn led a conversation about the fifth and last goal of consumer rights and input. The workgroup also asked that Points 43 and 44, which address issues of disenrollment, be renumbered and moved under the fourth goal (Consumer Satisfaction). Members of the group asked if the Department planned to collect the reasons for disenrollment. David Woldseth said he would make sure the reasons are being collected.

A few of the workgroup members expressed concern that consumers may not be aware of the appeal or grievance processes. They asked if there was a way to capture this data either through a questionnaire or through the CAHPS survey. CAHPS collects whether a grievance or complaint has been filed, but it does not test consumer understanding.

The possibility of using data from the state's Office of the Commissioner of Insurance was also broached. In this way, Milwaukee SSI data could be compared to the population as a whole.

Dr. Mahkorn reiterated how rates would and could change from those suggested in the indicators table. Denominators and numerators may be adjusted so that data can be more accurately reflected. Also, we held a final discussion about mental health in regard to chronic mental disorders and waiting times to visit psychiatrists.

David Woldseth reported about the external advocate progress. Applications from the request for proposal process were due on May 17, and there are three applicants: Wisconsin Coalition for Advocacy, Community Advocates, and Premier Investment Consulting, LLC. This week, the evaluation panel will get the materials, and the Department hopes to have an entity chosen by the end of June.

Ruthanne Landsness and Bruce Christiansen went over the CAHPS survey with the workgroup. They talked about questions they intended to keep and which they recommended for omission. In the interests of survey length and time, tough decisions are being made about content, but they have not yet been finalized. After a ten-minute break where participants reviewed the information for discussion, the workgroup offered recommendations and concerns. The Department and APS will consider these opinions in making final decisions. Baseline data will be collected this fall, and about 350 responses will constitute the sample. Initially, the survey will be mailed, but there will be telephone follow-ups for those who do not complete it to reach the necessary sample size.

The advisory committee next meets July 13 at the Italian Community Center. This workgroup will reconvene in late July after that meeting. At that time, we expect to have some very preliminary data, and an external advocate will have been chosen. The meeting adjourned at 12:06 p.m.

Respectfully submitted,

David A. Woldseth
Co-Chair